

## Students

# Student Aid Awareness



## Team Roster

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## Performance Score

### FSA Enterprise

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)
Integrity: Achieve a Clean Audit & Get Off the High Risk List						

## Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
<b>CUSTOMER SATISFACTION</b>	<b>ACSI – Student Guide</b>	<b>81</b>	<b>79</b>			
	<b>Other survey</b>					
<b>EMPLOYEE SATISFACTION</b>		<b>NR*</b>	<b>3.42</b>			
<b>UNIT COST TARGET (Budgeted)</b>	<b>Your Portion</b>		<b>\$0.03</b>		<b>\$0.03</b>	
	<b>Other</b>					

\*NR = No score because less than five respondents on survey

## Contributions

## Status

1. To collect baseline data on the number of persons from the targeted low- income groups to whom we provide Federal Student Aid information. \* (C-Sat and E-Sat)/completed 9/02
2. Establish strategic and integrated partnerships with 5 national organizations that provide services to Student Aid Awareness targeted audiences in order to champion access to postsecondary education. (C-Sat and E-Sat)/completed 7/02
3. Develop and disseminate 5 new information products that respond to the needs of the target audiences. (C-Sat and E-Sat)/completed 9/02

\*Note: Info collected will be used to inform next year's goals.